**SAN FRANCISCO
HUMAN SERVICES AGENCY**

Department of Benefits
and Family Support

Department of Disability
and Aging Services

Office of Early Care
and Education

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London Breed
Mayor

Trent Rhorer
Executive Director

MEMORANDUM

TO:	HUMAN SERVICES COMMISSION
THROUGH:	TRENT RHORER, EXECUTIVE DIRECTOR
FROM:	INGRID MEZQUITA, EXECUTIVE DIRECTOR OECE ESPERANZA ZAPIEN, DIRECTOR OF CONTRACTS
DATE:	AUGUST 20, 2021
SUBJECT:	CONTRACT MODIFICATION: **MCT TECHNOLOGY, INC. (FOR-PROFIT)** FOR PROVISION OF CHILD CARE WAITLIST DATABASE 17-23

	Current	Modification	Revised	Contingency	Total
CONTRACT TERM:	12/15/17-6/30/21	7/1/21-6/30/23	12/15/17-6/30/23		
CONTRACT AMOUNT:	$948,032	$164,430	$1,112,462	$111,246	$1,223,708
ANNUAL AMOUNT:	See Table Below				

Funding Source	County	State	Federal	Contingency	Total
MODIFICATION FUNDING:	$133,188	$31,242		$111,246	$1,223,708
PERCENTAGE:	81%	19%			100%

The Office of Early Care and Education (OECE) through the Department of Benefits and Family Support (BFS) requests authorization to modify the existing contract with MCT Technology, Inc. for the period of July 1, 2021 through June 30, 2023, in the additional amount of $164,430 plus a 10% contingency for a revised total amount not to exceed $1,223,708. The purpose of this modification is to extend the contract for two additional years. The modification would provide OECE, our funded early care and education programs, and families seeking child care subsidies in San Francisco with continued access to the MCT-built Early Learning San Francisco web-based data system through June 30, 2023.

	Annual Amounts
FY17-18	$203,133
FY18-19	$249,099
FY19-20	$272,900
FY20-21	$222,900
FY17-21 Total	**$948,032**
FY21-22 new	$91,530
FY22-23 new	$72,900
FY21-23 Additional	**$164,430**
New Contract Total	**$1,112,462**
Contingency	$111,246
Total NTE	**$1,223,708**

Background

Early Learning San Francisco (ELSF) is an online tool that helps families find out if they qualify for the city's Early Learning Scholarship (ELS) or state child care subsidies, and it also provides a means for City-funded early care and education (ECE) programs to report vacancies and get matched with families seeking care. The data system receives online applications from families, prioritizes them on the basis of identified needs and preferences, and links them to ECE programs with available space with assistance from counselors at the city's two child care resource and referral agencies, Children's Council and Wu Yee Children's Services.

ELSF is often referred to as the City's "wait list" for child care subsidies, and its origins date back to the centralized eligibility lists that the state once supported in every county to manage the scarce supply of ECE subsidies. The system is no longer state-funded and is primarily driven by locally funded ECE subsidies (ELS vouchers). HSA and OECE provided locally-funded support some version of a centralized eligibility list for about a decade. MCT Technology developed the current ELSF application to OECE's specifications beginning in late 2017 with an official launch a year later.

Services to be Provided

Under this modification, the contractor will provide a license and support for continued access to the ELSF application for use by OECE staff members, early care and education programs, and families seeking care through June 30, 2023. In addition, the contractor will engage in some limited software development to improve the user experience for people accessing the ELSF application from mobile devices, who represent a majority and growing share of the ELSF user base.

Selection

Contractor was selected through Request for Proposals for 2017 Start Up In Residence (STIR) Program, which was competitively bid in March 2017. The final two years of the contract are covered under sole source for proprietary software.

Funding

Funding for this contract is provided through a combination of State CalWorks, and local Public Education Enrichment Fund (PEEF).

ATTACHMENTS

Appendix A, Scope of Services
Appendix C, Project Schedule
Appendix H, Detailed Budget

Appendix A
Performance Specifications
12/15/2017 – 6/30/2023
Modification #2 – Effective July 1, 2021

I.   Purpose & Vision

Purpose: To build a new web-based software system that is a more automated and effective matching system between: a) families who are interested in early care and education and b) early care and education providers who have vacancies. Below is a summary description of the system.

Vision: By consolidating all stakeholders under one system and creating avenues of engagement, there is the opportunity to increase parent engagement with the SF3C system. Creating a centralized data management and engagement system will enable parents to make educated decisions about providers that meet their needs, reduce ECE program efforts to fill their vacancies, and integrate the City's early care and education data systems to eliminate duplicative work and streamline data reporting requirements.

II.   Definitions

AP	Alternative Payment state contracted child care vouchers; AP Agencies are those public or private non-profit agencies contracting with California Department of Education to administer child care voucher programs
CalWORKs	California Work Opportunity and Responsibility to Kids, welfare-to-work program for families receiving Temporary Aid to Needy Families (TANF) cash aid.
CAPP	California Alternative Payment Program
CDE	California Department of Education
CDSS	California Department of Social Services
Cocoa	OECE's current enrollment database developed and licensed by WestEd
Early Care and Education Programs	Child care providers
ELS	San Francisco Early Learning Scholarships, which are local funds: 1) fully funded to the QRIS Tier 3 Cost; or 2) are an enhancement to a state or federally subsidized child, to reimburse at QRIS Tier 3. OECE may determine, over time, changes in costs or tiers for ELS reimbursement.
ELS–Bridge	Early Learning Scholarship (ELS) Bridge provides continuity of care for families who have lost eligibility in local and/or state subsidy programs. All low-income families receive continuity

	through the program year, while target population families may receive continuity until the child reaches kindergarten.
ELS-Gap	Early Learning Scholarship (ELS) GAP provides local funding to cover the "gap," when one exists, between the maximum state subsidy reimbursement rate (i.e., Regional Market Rate or Standard Reimbursement) and the local QRIS Tier 3
HSA	San Francisco Human Services Agency
Low-Income	Families under 85% of the State Median Income as determined by the California Department Education
OECE	Office of Early Care and Education
PFA	San Francisco's Preschool for All program offering universal free part-day preschool for four-year olds enrolled in PFA programs
Resource and Referral	Assisting parents in finding child care that best meets their family needs through the provision of robust, up-to-date information regarding licensed providers
SF3C	San Francisco Child Care Connection – A centralized eligibility and waiting list and support to assist low-income families in connecting with quality subsidized early care and education options

III.   Target Population

Early care and education programs and families interested in early care and education programs in San Francisco.

IV.   Description of Services

Grantee shall provide the following services during the term of this contract:

A. DEVELOPMENT OF SYSTEM

Build a new web-based software system (referred to as the new SF3C in the interim) that is a more automated and effective matching system between: a) families who are interested in early care and education and b) early care and education providers who have vacancies. Once the system is built, OECE will license the system from MCT on an annual basis, as well as fund MCT for continued development work. This work will be in two phases: Phase I and Phase II as detailed in Appendix C.

The new SF3C system will use the existing data on child care providers. OECE has been working with Wu Yee and Children's Council of San Francisco (CCSF) on the concept of developing one shared R&R database across both agencies based on the use of a custom utility to enable daily 2-way communication between Wu Yee's NDS database and Children's Council's NDS database. MCT will develop this custom utility.

In Phase I, MCT will use CCSF's and Wu Yee's NDS databases to create one merged data set of provider profile info (including vacancies) to populate the provider info. This merged dataset will include all providers in San Francisco that CCSF and Wu Yee have data for (ELS, AP, Title 5, non-subsidized, etc.). MCT will develop a custom built utility tool that will utilize one-way synching to push the updated NDS provider profile and vacancy information to the wait list.

Phase II consists of MCT developing the custom built utility that allows for: a) provider profile data in the CCSF and Wu Yee databases to be sent into the cloud each night, b) records compared to identify the most recent record, and c) the most recent record to be either retained or overwrite the older record in the Wu Yee and CCSF databases such that all databases have the same, most updated data. MCT will then establish a two-way data connection between the new SF3C and the custom built utility so when provider's profile information is updated via CCSF's or WY's NDS system or SF3C, each system will have the most updated information. When providers update their vacancy information using the new SF3C, the vacancy information will be pushed to both Wu Yee's and CCSF's NDS database, via the utility tool, with the purpose of having the most updated information in all systems. Based on the discussions with NDS and after review of their business rules, database structure, and data dictionary, MCT can determine other avenues for data integration.

OECE will support MCT and help co-facilitate discussions with NDS, Wu Yee, and CCSF related to building a shared R&R database that increases efficiencies for providers and R&R staff, and that fosters consistent information for families.

OECE will facilitate an agreement between Wu Yee and CCSF regarding data field standardization. For the purposes of feeding vacancy information from the new SF3C to the two shared R&R databases, fields must be standardized in both WY and CCSF's NDS databases. If unplanned changes occur, original data mapping requirements will no longer be valid and MCT would need to re-design and develop data mapping between the new SF3C and the custom utility tool.

In the case where the custom utility tool's development is prolonged, halted, or deemed not feasible, MCT Technology, Inc. has developed the following draft contingency plan (subject to OECE and its Advisory Committee's approval) to ensure the wait list system's matching process remains functional and utilizes the most updated R&R provider information stored in NDS. The SF3C data bank will house the most updated provider profile information and data transfer to Children's Council of San Francisco's and Wu Yee's Resource and Referral systems will be accomplished via an export job. As a requirement of the export job, the Wu Yee and CCSF R&R databases need to have a set of standards so the data mapping logic can remain reliable and valid over time. The frequency of the updates is based on the business rule established by OECE. Alternatively, if an import process (where data from NDS is

dumped into the waiting list database) were to be utilized, then the R&R databases would need to have a standardized set of data provider fields that are not changed over time. The import would be managed by MCT Technology, Inc. and the frequency would be determined by OECE. These contingency plans are not finalized and will be revised and updated once the NDS and SF3C data mapping for migration has been completed during January 2018. Based on January's analysis of the data mapping requirements and feasibility, a connection between SF3C and both R&R databases will be established.

Phase III, which will take place in FY 19-20 and FY 20-21, will consist of three main activities: refinements of the system, developing the system to handle additional subsidy types, and ongoing work on the R&R data syncing effort.

Refinements and adjustments to the system will include, but not be limited to, adjustments to existing features and reports based on OECE direction, adjustments to the user interface to ensure the system is as user friendly as possible, adding user-defined fields to track ISA outreach, adding a log file for ISA outreach, and revising the vacancy report so that ECE programs can report a vacancy without selecting a subsidy.

As a part of Phase III work, MCT will develop the ability to add additional subsidy types to the system. The first set of additional subsidy types will be CalWORKs, California Alternative Payment Program (CAPP), Project 500 subsidies (which are locally funded), and Family Children Services (FCS) subsidies for children in the child welfare/foster system. These additional subsidy types currently have the same eligibility and priority as Title V subsidies in the system. After those subsidies are added, the next set of subsidies will be the Head Start and Early Head Start subsidies. Since these subsidies have different eligibility requirements and completely different priorities, this will require adding new fields to the system to support different income calculation and eligibility. The next set of subsidies will be for OECE's Preschool for All subsidy, which currently has simple eligibility rules (age 4 years old, resident of SF, and desire to enroll in a participating Preschool for All program). The last wave of this development will be to include unsubsidized vacancies, or those with neither federal, state or local government funding supporting them. This addition will require some adjustments to the system's logic to allow families to submit applications without eligibility for any subsidies. MCT will support the process of identifying the information and questions that OECE and its partners need to address in order to develop the business requirements to design and implement these changes. MCT will also manage the user testing and release of these new subsidy types in the system.

The last part of the Phase III work, will entail ongoing work on the R&R data syncing effort. Given unforeseen changes with the current vendor the two R&Rs use to manage their R&R data, MCT will work with OECE and the R&Rs to adjust plans as needed if a new R&R data vendor replaces the NDS system that was in use during Phase II.

Phase IV will largely consist of routine maintenance and hosting with some minor development to improve user experience particularly on mobile devices.

In terms of functionality, this new system SF3C system will:

FOR FAMILIES
1) capture information from families seeking child care

2) include family data migrated from the existing SF3C system

3) (once the custom utility is built to sync the "shared NDS database") will automatically sync on daily basis with 2-way communication to the family profile info in the NDS shared database [assuming OECE can get the R&Rs and Compass (the case management nonprofit who works with homeless families) to agree to share family profile info in the next phase of the shared database project

4) mirror the "child finder" search fields and provider profile and vacancy fields used by CCSF's and WY's current systems so that the new SF3C search functions feel exactly the same to a family (no wrong door- whether a family searches on CCSF, WY or new SF3C it is the same experience and the same info/features, etc)

5) allow families to weight the degree of intensity of their child care preferences (eg location is most important, schedule and cost are equally important, etc)

6) allow families to indicate "preferred providers" in their preferences

7) allows families to save and close application to complete later

8) share information from the shared NDS database about providers to help families identify providers they may be interested in

9) update families about their estimated "wait time" until they might be matched with financial assistance/subsidized space provides family fee cost based on inputted family size and family income

10) provide them a user-friendly way to upload documents needed to verify their eligibility for funding/spaces

11) robo-call and robo-text and email select families with custom messages about their status on the wait list, missing documents, possible matches, verifying their info/interest, etc
    a. built in messaging system that allows parents to manage all correspondences in one system. The messages module will also allow provider, parent, and OECE/subsidy partners/R&R to communicate with each other easily.

12) accessible via mobile phone

13) avoids duplication of applications through merging of inactive and newly created accounts

FOR PROVIDERS
1) capture vacancy profile info and profile updates for OECE-funded and non-OECE-funded providers in SF in a user-friendly, efficient way and which can be shared via 2-way communication with the NDS shared database or by providers directly entering info

2) display information needed to inform their decision about whether a family seeking services is a fit for their vacancy

3) allow the provider to communicate quickly and easily with families they have been matched with

4) Capture the providers' interest in matches, actions taken to finalize a match (eg tour, request docs, etc) and information about enrollment if match is successful

5) robo-call and robo-text and email select provider with custom messages about updates needed, families who might be fits for their openings, etc

FOR ALL PARTIES INVOLVED IN MATCHING

1) has capability to allow a case worker or similar staff to enter information for a family

2) automatically (without any human manual action) match children and providers with vacancies based on family and provider preferences (with some preferences ranked or weighted higher than others) and notify them of the possible match so that the human process of connecting can begin as quickly as possible

3) easily adjust the logic for making matches (should enrollment priorities change) and adjust the system to add/refine subsidy types (eg a potential growth in funding for moderate families, or changes to Preschool for All Tuition Credit funding)

4) allow secure document and graphic sharing of personally identifying and sensitive info between families, providers and OECE and other agencies

5) allow multiple levels of permissions and roles within the system (provider, family, OECE and agency, etc)

6) Sync with OECE's child enrollment software (currently Cocoa by WestEd) and AP payment software (CC3 by MCT) and any future enrollment and/or payment systems such that:

   a) family/child info from the matching system can be carried over into the child enrollment/payment systems

   b) the child enrollment/payment systems are automatically updated with a child's enrollment when a match through the new SF3C system is complete

   c) using the child care date information stored in Cocoa, Care Control 3, Care cloud, and Care Portal, the new SF3C system will generate a prompt to the provider module and family module and mobile application the day after certified child care has ended. For the family, the prompt will notifying them that care has ended with the provider. The family's status will not change. For the providers, the prompt will notify them that children have care ending so they should report vacancies. MCT Technology, Inc. will need the assistance of OECE to facilitate communication with WestEd for the development of a data mapping design and implementing that design to establish a connection between SF3C and Cocoa. MCT Technology, Inc. will fully comply with providing system logic, requirements, and any other technical specifications and assistance needed to WestEd (or whatever firm OECE is using for its child enrollment system) for the purpose of facilitating the development of a connection between the SF3C database and Cocoa, and will build the connection between the two systems.

7) Designed and developed with an intentional focus on ability to connect and sync with several other ECE-related data systems that OECE currently uses or plans to use in the future

8) Designed with the highest level of security for personally identifiable information stored in the system

9) User interface is available in English, Chinese, and Spanish and can be easily used on a mobile-device

10) System will be agnostic to operate using any web browser, with no additional plug-ins needed

11) Ensure that families'/children's information isn't accessible to unauthorized parties, including other parents. Prevent parent and provider users from accessing the staff functions. Ensure that neither authenticated users nor anonymous users can input/upload information that could compromise the website or application.

12) Allow for OECE to run reports on aggregate/agency level numbers of vacancies and matches, length of wait time from family application to match for different types of families/providers, length of wait time from family application to enrollment for different types of families/providers, number of users and intensity of activity, etc.

MCT participated in the Start Up In Residency program with OECE. The basis of this contract is largely informed by the October 23, 2017 Design Document created by MCT. However, ongoing discussions between MCT, OECE and its partners have refined some of the processes and details described in that document.

B. ONGOING SUPPORT OF SYSTEM AFTER LIVE V 1.0

a. The Contractor will provide the City with a license to access and use the system and the following maintenance and support services:

1. Functioning system available to end users 24 hours a day, 7 days a week with an execution speed of less than the response time of 0.439 seconds at peak hours . Contractor will validate the execution and response times by integrating a system job that can be run as date

2. Conduct ongoing upgrades to the system's underlying software;

3. Update and fix system, as needed to respond to technical glitches;

4. Contractor will be up to date and in compliance of all security patches for the infrastructure (i.e. servers) and the application software

5. If the system needs to go offline for maintenance, Contractor will first notify OECE, Wu Yee, and Children's Council of San Francisco of the maintenance date(s) and time(s). A notification banner communicating to all users of the scheduled maintenance will be created and displayed on the application's user interface one week prior to the scheduled maintenance. Additionally, notification messages will be sent to all parties' profiles and mobile applications.

6. Contractor will meet the following performance measures for technical support:

- Critical Defects: Acknowledged and responded to within 60 minutes, through telephonic or email communication.

- Major Defects: Acknowledged within 90 minutes and responded to within 180 minutes, through telephonic or email communication.

- General Service Call: Acknowledged within sixty (60) minutes and responded to within one business day through telephonic or email communication

7. .Provide technical support to San Francisco Early Care and Education staff and its contracted partners tasked with directly supporting users within 1 business day.

8. Update Documentation to incorporate new features or modifications and provide this to OECE prior to the release of the new features and or modifications

9. Provide a testing environment to allow OECE to review and approve new features and bug fixes prior to release to production.

10. Provide OECE a training environment to use to train new staff and to train staff on new features.

11. Provide Hosting/Systems Administration – maintain the system on the Contractor's web servers, monitor data system to ensure effective operation, and safeguard data system against system failure;

12. Convene 3-4 regular and ad-hoc meetings per program year to solicit feedback for improvements and to troubleshoot system;

13. Provide usage reports, including frequency of error messages, log-ins, Google Analytics, other metrics/reports TBD by OECE and Contractor, as needed.

14. Retention of all data in the system until approval is granted by OECE to be purged any San Francisco data from the system.

V. Location and Time of Services

MCT will be available in person in San Francisco for all key meetings which will be set in the initial month of the contract, including monthly advisory committee meetings. All other work can take place at other locations and times.

VI. Key Personnel for City Contracting

City Contracting
For assistance with invoicing, payments, or the Human Service Agency's CARBON system, contact:

Michael.DeLeon@sfgov.org
Senior Contracts Manager, Office of Early Care & Education

Appendix C
Project Schedule
12/15/2017 – 6/30/2023
Modification #2 – Effective July 1, 2021

1.   **Start Date: December 15, 2017**

The date on which the time for completion of Phase 1 shall begin to accrue.

2.   **Notice to Proceed: five (5) days**

The minimum time period of advance notification that City shall give Contractor to notify Contractor that Authorization has been obtained for this Agreement and that Contractor should be ready to begin Work on the Start Date.

3.   **Phase 1:**
    a.   **Time for completion: Dec 15, 2017- Oct 1, 2018**

The length of time following the Start Date during which Contractor shall complete and deliver to City for City's review the following Work:

    b.   **Functional Specifications of the System & Testing of Components**

Please see **Appendix H – Detailed Timeline & Budget** and **Appendix I – Detailed Task List** for details on Phase I.

    c.   **Final Acceptance Window: thirty (30) days**

The time period following completion of Phase 1 during which Contractor must secure final Acceptance of that phase from City.

4.   **Phase 2:**

    a.   **Time for completion: Oct 22, 2018 – April 8, 2019**

The length of time following Acceptance by City of the Functional Specifications and other Work produced in Phase 1 during which Contractor shall complete the following Work:

    b.   **Design Specifications of the System**

Please see **Appendix H – Detailed Timeline & Budget** and **Appendix I – Detailed Task List** for details on Phase II.

    c.   **Final Acceptance Window: thirty (30) days**
The time period of following completion of Phase 2 during which Contractor must secure Acceptance of the completed phase from City.

5.   Phase 3:

a.   Time for completion: July 1, 2019 – June 30, 2021

The length of time following Acceptance by City of the Functional Specifications and other Work produced in Phase 2 during which Contractor shall complete the following Work:

b.   Design Specifications of the System

Please see **Appendix H – Detailed Timeline & Budget** and **Appendix I – Detailed Task List** for details on Phase III.

c.   Final Acceptance Window: thirty (30) days
The time period of following completion of Phase 3 during which Contractor must secure Acceptance of the completed phase from City.

6.   Phase 4:

a.   Time for completion: July 1, 2021 – June 30, 2023

The length of time following Acceptance by City of the Functional Specifications and other Work produced in Phase 3 during which Contractor shall complete the following Work:

b.   Design Specifications of the System

Please see **Appendix H – Detailed Timeline & Budget** and **Appendix I – Detailed Task List** for details on Phase IV.

c.   Final Acceptance Window: thirty (30) days
The time period of following completion of Phase 4 during which Contractor must secure Acceptance of the completed phase from City.

Appendix H - Budget Summary and Detailed Timeline

FY 17-18 and FY 18-19 Rates

Product / Project Manager	$120.00
Developer / Technical Engineer	$90.00
QA Engineer	$75.00
Implementation Support	$55.00
Project Management	8.00%

Revised Contract Budget Summary:		Annual Amounts	
Phase I	$290,191	FY17-18	$203,133
Phase II	$120,321	FY18-19	$249,099
FY 18-19 SaaS fee	$14,400		
FY 18-19 SaaS fee add't.	$27,320		
TOTAL CONTRACT VALUE	**$452,232**	**Subtotal**	**$452,232**
contingency	$15,171	Contingen	$15,171
NOT TO EXCEED AMOUNT	**$467,403**	**Total NTE**	**$467,403**

FY19-20 and FY 20-21 Rates

Product / Project Manager	$130.00
Developer / Technical Engineer	$90.00
QA Engineer	$80.00
Implementation Support	$90.00
On Site Activity hourly rate	$100.00

Contract Budget Summary (MOD #1):		Annual Amounts	
Phase I	$290,191	FY17-18	$203,133
Phase II	$120,321	FY18-19	$249,099
FY 18-19 SaaS fee	$41,720	FY19-20	$272,900
Phase III	$350,000	FY20-21	$222,900
FY 19-20 SaaS fee	72,900		
FY 20-21 SaaS fee	72,900		
TOTAL CONTRACT VALUE	**$948,032**	**Subtotal**	**$948,032**
contingency at 10%	$94,803	Contingen	$94,803
NOT TO EXCEED AMOUNT	**$1,042,835**	**Total NTE**	**$1,042,835**

FY21-22 and FY 22-23 Rates

Product / Project Manager	$130.00
Developer / Technical Engineer	$90.00
QA Engineer	$80.00
Implementation Support	$90.00
Individual Provider Referral	$90.00

Contract Budget Summary (MOD #2):		Annual Amounts	
Phase I	$290,191	FY17-18	$203,133
Phase II	$120,321	FY18-19	$249,099
FY 18-19 SaaS fee	$41,720	FY19-20	$272,900
Phase III	$350,000	FY20-21	$222,900
FY 19-20 SaaS fee	$72,900	**FY21-22**	**$91,530**
FY 20-21 SaaS fee	$72,900	**FY22-23**	**$72,900**
Phase IV - new	$18,630		
FY21-22 Saas fee - new	$72,900		
FY22-23 Saas fee - new	$72,900		
TOTAL CONTRACT VALUE	**$1,112,462**	**Subtotal**	**$1,112,462**
contingency at 10%	$111,246	Contingen	$111,246
NOT TO EXCEED AMOUNT	**$1,223,708**	**Total NTE**	**$1,223,708**

Detailed Timeline and Budget FY17-21

Tasks	Month	Status	Product		Dev / Tech		QA		Implementation Support		Project Mgmt	Cost	Cost with 30% discount	Payments		Notes re payments
Phase I. Launch																
A1. Backend module development A2. Family module development A3. Shared service module development	Dec/Jan		60 Hours	$7,200.00	300 Hours	$27,000.00	130 Hours	$9,750.00	40 Hours	$2,200.00	$3,692.00	**$49,842.00**	$34,889.40	**$58,038.12**	20%	Initial payment with Contract (20% of total contract for Phase I)
	Feb		40 Hours	$4,800.00	300 Hours	$27,000.00	130 Hours	$9,750.00	60 Hours	$3,300.00	$3,588.00	**$48,438.00**	$33,906.60			
B1. Family module development continued B2. Rel 0.1 (Families) B3. Agency module development B4. Family data test migration (from current SF3C data set) B5. NDS Provider data mapping for	Mar		160 Hours	$19,200.00	430 Hours	$38,700.00	190 Hours	$14,250.00	70 Hours	$3,850.00	$6,080.00	**$82,080.00**	$57,456.00	**$58,038.12**	20%	Rel 1- Families (20% of Contract)
C1. Agency module development continued C2. Rel 0.2 (Agencies-1st release w/out capability to view synched data) C3. Provider module development C4. Custom Synch Utility Tool Development C5. Final migration of Family Data into	Apr		20 Hours	$2,400.00	490 Hours	$44,100.00	180 Hours	$13,500.00	100 Hours	$5,500.00	$5,240.00	**$70,740.00**	$49,518.00	**$29,019.06**	10%	Rel 2- Agencies 1st release (remaining 60% of contract divided by 6 releases)
D1. Provider module development continued D2. Rel 0.3 (Agencies- 2nd release w/ capability to view synched data) D3. Internal Testing of Custom Built Utility Tool	May		20 Hours	$2,400.00	270 Hours	$24,300.00	260 Hours	$19,500.00	50 Hours	$2,750.00	$3,916.00	**$52,866.00**	$37,006.20	**$29,019.06**	10%	Rel 3- Agencies 2nd release
E1. Rel 0.4 (Provider-- capability for provider invite and shared cloud database with custom built utility tool) E2. Third draft of Technical/Functional and User Training Manula Per Persona	Jun		80 Hours	$9,600.00	160 Hours	$14,400.00	100 Hours	$7,500.00	150 Hours	$8,250.00	$3,180.00	**$42,930.00**	$30,051.00	**$29,019.06**	10%	Rel 4-Provider
F1. Provider Management Module and Custom Synch Utility Tool User Acceptance Testing (UAT)	Jul		20 Hours	$2,400.00	80 Hours	$7,200.00	50 Hours	$3,750.00	50 Hours	$2,750.00	$1,288.00	**$17,388.00**	$12,171.60			
G1. Rel 0.5 (Alpha) Small user group test G2. Final User Training Manual Per Persona	Aug		60 Hours	$7,200.00	80 Hours	$7,200.00	50 Hours	$3,750.00	100 Hours	$5,500.00	$1,892.00	**$25,542.00**	$17,879.40	**$29,019.06**	10%	Rel 5- Alpha, fully integrated system
H1. Rel 0.6 (beta) Small user group test H2. User group training for going live H3. Mass Invitation to Join Portal H4. Final System Technical/Functional Document	Sep		60 Hours	$7,200.00	80 Hours	$7,200.00	40 Hours	$3,000.00	100 Hours	$5,500.00	$1,832.00	**$24,732.00**	$17,312.40	$ 29,019.06	10%	Rel 5- Beta
I1. Rel 1. Public Release Live I2. Custom Utility Tool Two-Way Synch Requirement Analysis	Oct													$29,019.06	10%	Rel 7- Live release on October 1st
											Phase I. Subtotal	$414,558.00				
										Discount (Development Cost Sharing)	30.00%	$124,367.40				
											Phase I. Total	$290,190.60	$290,190.60	$290,190.60		

Phase II. Dev (FY 18-19)													Cost with 25% discount	Payments	Notes re payments
J1. Design and development work on two-way sync between NDS and Wait List with custom utility J2. Custom Utility Tool Two-Way	Nov-18		50 Hours	$6,000.00	165 Hours	$14,850.00	100 Hours	$7,500.00	100 Hours	$5,472.50	$2,705.80	**$36,528.30**	$27,396.23		
K1. Custom Utility Tool Two-Way Synching Development K2. Contingency plan	Dec-18		50 Hours	$6,000.00	165 Hours	$14,850.00	100 Hours	$7,500.00	100 Hours	$5,472.50	$2,705.80	**$36,528.30**	$27,396.23		

Detailed Timeline and Budget FY17-21

Task	Month	Hours	Cost	Hours	Cost	Hours	Cost	Hours	Cost		Total	Payment		Notes
L1. Custom Utility Tool Two-Way Synching Internal Test L2. Beta Release 1.1 with Custom Utility Tool Two-Way Synching L3. User Acceptance Testing (UAT) of Custom Utility Tool Two-Way Synching	Jan-19	40 Hours	$4,800.00	120 Hours	$10,800.00	60 Hours	$4,500.00	80 Hours	$4,400.00	$1,960.00	**$26,460.00**	$19,845.00		
M1. Public Release 1.2 with Custom Utility Tool Two Way Synch M2. Phase I Enhancement Requirement analysis	Feb-19	20 Hours	$2,400.00	120 Hours	$10,800.00	60 Hours	$4,500.00	20 Hours	$1,100.00	$1,504.00	**$20,304.00**	$15,228.00	**$89,865.45**	Rel 1.1- sync to custom utility for R&R database data
N1. Beta Release 1.3 with feature enhancements collected from Phase I	Mar-19	20 Hours	$2,400.00	120 Hours	$10,800.00	60 Hours	$4,500.00	20 Hours	$1,100.00	$1,504.00	**$20,304.00**	$15,228.00		
O1. Public Release 1.4 - release of improvements from Phase I	Apr-19	20 Hours	$2,400.00	120 Hours	$10,800.00	60 Hours	$4,500.00	20 Hours	$1,100.00	$1,504.00	**$20,304.00**	$15,228.00	**$30,456.00**	Rel 1.2 - release of improvements from Phase I

Phase II. Dev (FY 18-19) Subtotal		**$160,428.60**
Discount (Development Cost Sharing)	**25.00%**	**-$40,107.15**
Phase II. Dev (FY 18-19) Total		**$120,321.45** $120,321.45 $120,321.45

Phase III Dev (FY 19-20 and FY 20-21)		On Site Visit			Consulting & Requirment			Dev			QA				Payments	Notes re payments
		# of hours	Hourly Rate	Task Total	# of hours	Hourly Rate	Task Total	# of hours	Hourly Rate	Task Total	# of hours	Hourly Rate	Task Total			
Development work billed by the hourly rates indicated below up to $200,000.														$200,000	$200,000.00	Billed based on actual work delivered
	Advisory meeting and others upon request	80	$100	$8,000										$8,000		
	Consulting hours about 5 hours a week				247	$130	$32,110							$32,110		
	ELSF modification based on policy change and agency feedback				100	$130	$13,000	1001	$90	$90,090	710	$80	$56,800	$159,890		
Development work billed by the hourly rates indicated below up to $150,000.		# of hours	Hourly Rate	Task Total	# of hours	Hourly Rate	Task Total	# of hours	Hourly Rate	Task Total	# of hours	Hourly Rate	Task Total	$150,000	$150,000.00	Billed based on actual work delivered
	Advisory meeting and others upon request	48	$100	$4,800										$4,800		
	Consulting hours about 5 hours a week				168	$130	$21,840							$21,840		
	ELSF modification based on policy change and agency feedback				100	$130	$13,000	780	$90	$70,200	502	$80	$40,160	$123,360		

Phase III. Dev (FY 19-20 and FY 20-21) Subtotal	**$350,000.00**

CareCloud Waiting List SaaS (Annual) for FY 21-22	Cost Per Month	Months	
CareCloud Waiting List: 5000 Families or less : - Agency (both R&R and funding agency) module - Provider module - Family Portal and App - Community-based organization module - unlimited family push notifications (portal)	1,600	12	$72,900
Website hosting and certificate	30	12	
Short Code for SMS	500	12	
System job for messaging $50 for 9 jobs	450	12	
Voice messages (500 at $0.25/each)	125	12	
SMS messages (20,000 at $0.15/each)	3,000	12	
Email messages (15,000 at $0.03/each)	450	12	
Phase IV Development for FY 21-22	Rates	Hours	
Identify current issues through OECE monitoring data	$130.00	12.00	$1,560.00
Development for cross-browser mobile support	$90.00	30.00	$2,700.00
QA and Release	$80.00	75.00	$6,000.00
Referral display and follow up UX	$90.00	8.00	$720.00
Individual provider referral and page view weekly summary data share email	$90.00	85.00	$7,650.00
CareCloud Waiting List SaaS			**$91,530.00**

CareCloud Waiting List SaaS (Annual) for FY 22- 23	Cost Per Month	Months	
CareCloud Waiting List: 5000 Families or less : - Agency (both R&R and funding agency) module - Provider module - Family Portal and App - Community-based organization module - unlimited family push notifications (portal)	1,600	12	$72,900
Website hosting and certificate	30	12	
Short Code for SMS	500	12	
System job for messaging $50 for 9 jobs	450	12	
Voice messages (500 at $0.25/each)	125	12	
SMS messages (20,000 at $0.15/each)	3,000	12	
Email messages (15,000 at $0.03/each)	450	12	
CareCloud Waiting List SaaS			**$72,900.00**